



# **Governor's 2-1-1 Advisory Committee**

## **Teleconference Notes**

**Meeting:** May 27, 2004 (10:00 A.M.)

**Subject:** Meeting Notes – 5-28-04

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### **I. Attendance**

#### **A. Members Present via conference call**

- Chris Cummiskey, Director, Government Information Technology Agency (GITA) - Chair
- Roberto Armijo, Community Information and Referral – Existing I&R Provider member
- Melissa Hartman, City of Tucson member
- Mark Lewis, Hopi Tribe – Tribal member
- Jim Puza, Salvation Army – Nonprofit coordinator of disaster relief services member
- Rita Weatherholt, Cochise County – Rural City/County Government member
- Jill Harrison, Area Agency on Aging/WACOG – Nonprofit coordinator of service providers member
- Joel Weeks, City of Show Low – Rural City/County Government member

#### **B. Members Absent**

- Brian Spicker, Valley of the Sun United Way – Current funder of I&R systems member
- Annette Stein, Maricopa County – Urban County Government member
- Neal Young, City of Phoenix member

#### **C. Staff Present**

- Lisa Dee Meyerson, GITA
- Keely Varvel Hartsell, GOCYF
- DJ Harper, GITA
- Lauran Wikle, GOHS
- Anna Shane, AHCCCS
- Steve Simonson, AHCCCS (Consultant)
- Chris Muir, GITA

#### D. Others Present

- Craig Gautschi, Accenture
- Portland Reed, 20/20

## II. Introductions and Opening Remarks – *Director Cummiskey*

Director Cummiskey thanked the members for contributing to the discussion telephonically. He stated that the community was able to observe this open meeting by listening to the call in the GITA Conference Room.

He stated that the point of this meeting is to review and comment on the executive summary to Phase I implementation in advance of the Governor's Council on 2-1-1 which is meeting on Wednesday June 2.

Director Cummiskey further stated that the major change in the project since the last time the Committee met is the replacement of DEMA with AHCCCS in the role of operational partner. He said that DEMA had a loss in senior procurement staff that would have made it difficult for that agency to continue in that role. He went on to say that GITA would continue to lead the strategic planning of the project with support of the Governor's offices of Homeland Security and Children Youth and Families, and that AHCCCS would be the leader of the operational aspects of the project.

### QUESTION:

- Rita Weatherholt: *Does the change in operational partner change the emphasis of the 2-1-1 system?*
- Chris Cummiskey: No, this did not change the overall strategy of the project.
- Lisa Meyerson: The strategic plan will be updated to show the change in partners, but no other substantive changes will be made at this time.

## III. Executive Summary Presentation: 2-1-1 Overview– *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

## IV. Executive Summary Presentation: Phase I– *Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency*

- Roberto Armijo: *The summary states that AHCCCS will administer the project, what is meant by administered?*
- Lisa Meyerson: AHCCCS will supervise all operational aspects of the project and will manage the contractors that are hired to work on the project. This will become more clear as we work through the summary.
- Melissa Hartman: *Do we have any timelines for Phase I?*

- Lisa Meyerson: The RFP will be issued in June. The State also intends to complete the data acquisition, content management, and hosting agreements during that timeframe.

**V. Executive Summary Presentation: Key Phase I Elements—Funding – Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency**

- Roberto Armijo: *Is this a one year grant?*
- Lisa Meyerson: Yes, but there are opportunities for the State to apply for future grants. There is a built-in interest at the federal government to make sure that these programs continue to operate.
- Chris Cummiskey: Bioterrorism dollars are allowed to be used on 2-1-1. DHS intends to apply for future grants to support the system.
- Lisa Meyerson: We are also looking for dollars from other sources to fund the project.
- Rita Weatherholt: *Does the use of this funding effect other bioterrorism programs at the county level?*
- Chris Cummiskey: No, it is a State level grant specifically for 2-1-1.
- Roberto Armijo: *Will the State or other users of the data have to pay licensing fees to the developers of the software?*
- Lisa Meyerson: Any program that is developed for the State will be owned by the state. If the respondent decides to use existing software, licensing costs will have to be included in their bid. The RFP requires the vendor to inform the state of any ongoing licensing costs that must be accounted for in long term planning.

**VI. Executive Summary Presentation: Key Phase I Elements—Data Acquisition – Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency**

- Lisa Meyerson: This section is intentionally vague, because there are procurement and legal issues that still must be resolved.

**VII. Executive Summary Presentation: Key Phase I Elements—Content Maintenance and Upgrades – Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency**

- Melissa Hartman: *How will new providers be added to the system?*
- Lisa Meyerson: The State will contract with a vendor or vendors to maintain the data, do updates, and add additional providers. In terms of updating the information, some entities (such as emergency responders) will have direct access to the system to ensure that updates are immediate. Others will submit

updates to the system and a content manager will approve the changes before they are implemented. We anticipate an aggressive update schedule to ensure that all data is current.

- Mark Lewis: *Are you anticipating any infrastructure upgrades in rural and tribal communities?*
- Lisa Meyerson: This is not contemplated in Phase I, but marketing will encourage people to go to public libraries and other places with web access to allow people to use the system. Also, we will work with public and private program case managers to make sure they know about this as a resource. We will be looking to the 2-1-1 Community Advisory Committee to help us to do outreach at the community level about this project.
- Mark Lewis: You should consider partnering with senior centers to find volunteers to assist in keeping the information current.

**VIII. Executive Summary Presentation: Key Phase I Elements—Outsourced Hosting – Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency**

- Roberto Armijo: *Will there be separate contracts for content maintenance and updates then for database hosting?*
- Lisa Meyerson: Yes, content maintenance and updates will be included in the data acquisition contract.

**IX. Executive Summary Presentation: Key Phase I Elements—Competitive RFP-System Development – Lisa Dee Meyerson, Statewide Projects Manager Government Information Technology Agency**

**Developer**

- Rita Weatherholt: *Will the contractor need to translate current technology platforms and data forms into the new system? Will that be stated in the RFP?*
- Lisa Meyerson: The RFP will state that the hosting environment dictates what technology they will have to build the system to. Data downloading and cleansing will be billed hourly to make the data compatible with our system.

**System Components**

- Rita Weatherholt: *The summary says that the system should be a gateway rather than a google search. Will there be a process for letting people know when they are leaving the 2-1-1 site?*
- Lisa Meyerson: The RFP contemplates an approval process for information providers to be used on the 2-1-1 site. The system will only refer people to

approved providers and links. The system will let the user know when they are leaving the 2-1-1 site.

- Mark Lewis: *The contractor should have experience working in rural/tribal areas in isolated communities.*
- Chris Cummiskey: That is a good idea. We will integrate that into the project.
- Jim Puza: *I have been comparing the Strategic Plan with the Executive Summary. I am curious how the system will do threat identification and risk mitigation? Is use of emerging trend data specifically defined in Phase II or III functionality?*
- Lauran Wikle: Data that is collected from the 2-1-1 system will be sent to DPS and Homeland Security for professional analysis.
- Lisa Meyerson: There will be more detailed explanation in the Attachments to the RFP about Phase II and III. However, this is something that should be addressed in the Executive Summary as well, we will add it in.
- Roberto Armijo: *Who does the analysis of this data? The 2-1-1 Call center operators?*
- Lisa Meyerson: No, the 2-1-1 call center operator will only take in the data. It will be placed into a report or analyzed by trained professionals. The operators may call the DPS and Homeland Security people, however, if they notice an unusual trend, but they will not do risk assessment or trend analysis.

## **Standards**

- Melissa Hartman: *Does Phase I give out information only? is there any ability to do referrals?*
- Lisa Meyerson: Not directly, but the web system will provide links to other sites and telephone numbers to service providers. Actual referrals will continue to be made by social service workers and I&Rs.

## **Technology**

- Rita Weatherholt: *Will the system be required to be compatible with future browsers as well as past editions?*
- Lisa Meyerson: As long as the developer is on contract, it will have to make the system compatible with current technology.
- Rita Weatherholt: *Is the reporting section intentionally vague?*

- Lisa Meyerson: Yes. I suggest that since you are one of the RFP reviewers and have signed a non-disclosure form, that you look at the actual RFP and make edits as necessary.
- Roberto Armijo: *What platform will you build the system on? Will you take cost into account?*
- Lisa Meyerson: That decision will be made based on the hosting decision that is made. In the evaluation phase, costs will be evaluated. We will take into account your earlier suggestions regarding the potential future costs and difficulties for call centers to run on certain platforms. Part of the vendor e3valuation is likely to include the pros and cons of various platforms.

## **X. General Questions – Committee Members**

- Rita Weatherholt: *To the issue of data ownership, if the data is owned by the state, will the previous owners still be able to access the data for their own purposes?*
- Lisa Meyerson: That is an issue that is still being discussed by the Attorney General and Procurement personnel at AHCCCS. The State has not intention to put anyone out of business, however, and it is anticipated that the original owners will retain the original data they sold to the State.
- Rita Weatherholt: *Will we say how much money is available for the project?*
- Lisa Meyerson: No, the state does not have to disclose that information. However, the PIJ process requires an estimate of projected costs, but does not lock the State into a certain amount that must be paid. That document will be a public record as soon as it is submitted to GITA for approval.
- Melissa Hartman: *Will future phases have a clearer explanation of how local governments are involved in the process?*
- Chris Cummiskey: Yes, Phase II planning will begin as soon as Phase I implementation is under way.

## **XI. Concluding Remarks -- Director Cummiskey**

Director Cummiskey state that the Executive Summary would be updated based on the Committee's comments. It will be an approval item at the Governor's Council on 2-1-1 on Wednesday, June 2, 2004 at 10:00 am. He then thanked the Committee for their time and adjourned the meeting.

## **XII. Meeting Adjourned**